



Role Profile

TRANSPORTATION ADVISER			
Reference No.	I612.01	Type	Individual
Service	Roads and Transportation		
Job Family	Para Professional 5	Grade	FC7

Purpose
To assist the Lead Consultant, DRT in ensuring the effective organisation and delivery of the technical and operational requirements of Demand Responsive Transport Operations, delivering high quality, customer-focussed services.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Assisting the Lead Consultant (DRT) with the development of accessible demand responsive services whilst delivering the Unit's customer-focused approach to service provision, consistent with the Council's corporate and service objectives/policies.	Educated to Advance Diploma level or above or be a Member of Logistics and Transport with considerable post qualification experience in the field of Passenger Transport Ability to provide a regular and effective service	✓ ✓	
Maintaining an overview of the Unit's activities in order to meet agreed targets by the allocation of resources to meet competing priorities and advise the Lead Consultant (DRT) of relevant issues as required.	Experience of developing affordable, innovative solutions to provide passenger transport services (Take ownership – See 'How We Work Matters' Framework)	✓	
Having an understanding of how accessible and community transport development fits in with the overall Council environment, economic and social strategies and policies.	Post qualification experience in Transportation Communication skills (Work together) Knowledge of passenger transport services (Deliver results)	✓ ✓	✓

E = Essential Criteria D = Desirable Criteria

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Ensuring the consistent application of appropriate practices within the Unit and the maintenance of high professional dispatch standards.	Experience in Demand Responsive Transport including Accessible Transport for Additional Support Needs school children and working with the third sector		✓
Seeking opportunities to maximise best value by seeking partnership working approaches, identifying methods of cost reduction and developing new methods of working and service efficiencies.	Membership of an appropriate professional body		✓
Application of people management skills, e.g. contribution management, staff motivation, staff development, team building, conflict resolution and attendance management.	Prioritisation skills and respond positively under pressure Certificate of Professional Competence Experience in a management/supervisory role	✓ ✓	✓
Contributing to service planning and performance management processes.	Knowledge of health and safety policy and procedures	✓	
Managing the workload of the team ensuring a customer focussed approach.	Geographical knowledge of Fife, particularly, areas served or which could be served by DRT		✓
Deputising for the Lead Consultant (DRT) as required.	Ability to motivate, develop and support unit members using appropriate supervisory skills	✓	
Be responsible for ensuring a customer-orientated approach with the emphasis on customer care and a service responsible to public needs presenting a sympathetic and friendly manner whilst ensuring confidentiality.	IT skills (Embrace technology and information)	✓	
Assisting the Lead Consultant (DRT) in the preparation of all work policies and procedures for Fife Bus Operations.	Knowledge of wider passenger transport legislation and in particular legislation including the Transport Act 1985 and the Transport (Scotland) Act 2001		✓
Assisting the Lead Consultant (DRT) with the development and operation of computerised booking and dispatch systems for demand responsive transport services – linking in with other transport providers where relevant to improve service provision and rationalise resource requirements.	Considerable period of experience working in or in liaison with Local Government or the public sector	✓	

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Ensuring the day-to-day running of the Dispatch Office and re-distribution of workload to meet demands of the service.	Experience in People Transport/Transportation/Transport functions (Focus on customers)	✓	
Ensuring prompt dispatch of vehicles and Drivers for Fife Bus Operations ensuring the most cost-effective option is used to provide the transport solution by overseeing the dispatch function and making all necessary adjustments.	D1 licence as occasional driving/escorting duties may be required Problem solving skills	✓ ✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:

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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input checked="" type="checkbox"/>	None <input type="checkbox"/>
	Basic Disclosure <input type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

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Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results